



Cerner Millennium Implementation Town Hall

September 12, 2023

County of San Diego

Health and Human Services Agency

Behavioral Health Services



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Meeting Goals



Preparation



Transparency



Engagement



Inclusion



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Meeting Agenda

- A Quick Recap
 - Highlights & Project Status
 - SOC Engagement
- SOC Impacts
- SOC Actions
- Q&A



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Quick Cerner Recap

Highlights, Timeline, Engagement



Highlights

What do I need to know now?

- CCBH will be replaced by Cerner Millennium (Cerner) as the Mental Health System of Care (SOC) electronic health record (EHR) in April 2024
- Cerner is a completely new EHR, not an update to CCBH
- The project is currently in the design and build phase, where Cerner customizes the EHR according to SOC specifications
- The goal is to optimize the EHR to best support client needs, SOC workflows, and regulatory requirements
- SOC Subject Matter Experts (SMEs) have been participating in the design process via bi-weekly demo sessions and monthly workshops



SOC Engagement: Design & Build

Why is SOC participation important?

- Optimize decision making by securing early input to Cerner design and workflow
- Incorporate a variety of perspectives and expertise through diverse participation
- Ensure system meets the needs of end users
- Identify system challenges and recommendations to remediate



Cerner Project Timeline

High Level Project Phases & Timeline



Upcoming Cerner Millennium Workshops: Monthly through November 2023



Continued system buildout: Ongoing through January 2024



User Acceptance Testing (UAT): January - April 2024



Train SOC: January – March 2024



Go live: April 2024



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SOC Impacts

Functionality & SOC Preparation



SOC Impacts: Functionality

Examples of Issues with System Functionality

- No capacity to retrospectively bill via MMEF
- Diagnosis entry requires multiple steps
- Printing cannot occur outside of the County network



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SOC Impacts: Training & Preparation

What does this mean for training and go-live preparation?

We still need to be prepared:

- All sites will be responsible to ensure all Cerner users complete training prior to go live
- All sites will need to prepare for go-live, including downtime procedures
- BHS may require information from the SOC





SOC Actions

What should the SOC do now to prepare?



SOC Actions

What should the SOC do now to prepare?

- Communicate early and often with your staff to raise awareness about the magnitude of change they can expect.
- Identify site champions at your facility
- Maintain awareness about project status to prepare in advance for go-live.



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Next Steps

What are the next steps for issue resolution?

- The County is working with Cerner to find solutions that meet the needs of the SOC
- SOC SMEs are involved in continued review of the system build
- The County will keep the SOC informed as progress is made and issues are resolved



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SOC Resources

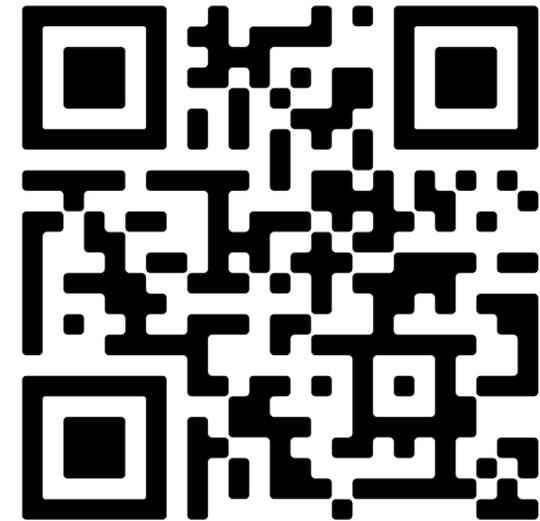
What should the SOC do now to prepare?



SOC Resources

Where can I find resources and information?

- For up-to-date information and SOC resources, scan the QR code below or go to the MHP Provider Documents page on the Optum website ([follow this link](#)) and click on the **Cerner Millennium tab**. Here you will find:
 - Key dates, FAQs, New Terms
 - System of Care Resources
 - Cerner Monthly Status Updates
 - Cerner Town Hall PPTs





Q&A

For any further questions, contact: QIMatters.HHSA@sdcounty.ca.gov

Or go online for more information at: [**Optumsandiego.com**](http://Optumsandiego.com)

